

Essay Sample: Customer Service Essay

Customer service is one of the most distinguished and valuable assets of organizations in today's dynamic and uncertain business environment. Personalized customer service is rendering of services according to the needs of the customers by articulating the feel of customization centered upon the customer requirements. Personalized customers services embark on the provision of tailor-made services as desired by the customers to create loyalty and develop a relationship with the customers. Personalized customer services have revolutionized the e-commerce industry as it has become very important to address every individual need for maintaining a distinct position in the market.

Most of the similar businesses provide customized or personalized service through social media. Through social media, the organizations develop their Facebook page and cater to the needs of the individual customers and respond to the needs accordingly. They capitalize on the individual requirements and deal in person as well. The organizations are also making use of a feedback system for providing customized or personalized services. They actually ask customers to give feedback and then react accordingly (Ball, 2006). The organizations develop a system of feedback in most of the situations to obtain the suggestions from the customers. The business processes are modified, and the services are personalized according to the feedback. This is common practice among most of the organizations. Another important trend is to provide the feature of designing products over an e-commerce website and make it according to one's choice. This is also one of the ways of catering individual needs.

Benefits of Personalized Customer Service

There is a number of personalized customers' services, and the organization obtains many benefits. Organizations are benefited in a variety of different ways through personalized services. Some of the benefits obtained are mentioned below

Competitive Advantage: Personalized customers' service shaped organization to achieve competitive advantage. It helped organizations to differentiate their services from the rest of the competitors and attain high revenues. Such services benefited organizations in distinguishing their services and making them adaptable according to cultural dynamics.

Customer Loyalty: Personalized customers' services also helped companies to achieve customer loyalty. Customers prefer those businesses that cater to their individual needs and provide services by maintaining a close association with clients (Bonett, 2001). Customer retention and loyalty have far-reaching implications for businesses.

Positive word of mouth: According to Ball, (2006), the personalized customers' service has resulted in the positive publicity of the organization. Personalized customers' services benefit most of the organizations through a positive spread of mouth by the customers. It also raised the authenticity and credibility of the organizations. This positive word of mouth also resulted in increased revenue and better performance.

Prove It Writing Sample Customer Service

Manish Joshi



Prove It Writing Sample Customer Service:

Selling in Customer Service Leon Cai, 2024-08-27 Service in this book refers to the behaviors and actions of serving customers Selling in this book refers to the behaviors and actions of selling products to customers Hence this book is completely different from other books on these subjects Despite the fact that there are many books on service improvement and many related to selling skills worldwide there are few books on how service and selling are integrated and coordinated Primarily it focuses on the interaction and transition between the behavior of service and the behavior of selling by sharing methods and skills of how those two are interrelated This book provides many helpful guidelines and solutions for turning customers satisfaction with service into growth in sales Through many refreshing ideas the author helps you deeply understand the significance of integration of and conversion between service and selling and the harm of disconnection between service and selling Many new ideas and viewpoints which are different from other service books or sales books are discussed such as the contention that over service and over selling should be prevented Instead of Giving highly complex and abstract definitions of service or selling this book redefines service and selling with say YES to customers and Make customers say YES respectively Insisting that customers satisfaction with service will naturally lead to their long term loyalty this book emphasizes that customers satisfaction with service has a shelf lifetime which will soon fade over time Taking the achievement of customer satisfaction as the final purpose of service the author believes that the end of service is not customer satisfaction but to create new customer needs and achieve increased sales Taking meeting or exceeding customer expectations as the golden rule the author insists that customer expectations need to be reduced first then satisfied and upgraded finally Focusing on the development of customers buying needs like other books do this book focuses oppositely on the research of why customers have no buying needs *Foundations of Reading, Writing, and Proving* Manish

Joshi, 2025-02-20 *Foundations of Reading Writing and Proving* is a comprehensive exploration of the interconnected processes that form the backbone of effective communication and critical thinking We delve into the fundamental skills of reading writing and logical reasoning offering a holistic approach to mastering these essential skills We begin by examining the art of reading with comprehension and depth Strategies for extracting meaning from texts analyzing arguments and evaluating evidence are explored through practical exercises and real world examples Moving on to writing we provide a roadmap for effective communication Techniques for crafting clear and compelling arguments structuring essays and reports and integrating evidence seamlessly are covered A significant portion is dedicated to the art of proving encompassing logical reasoning argumentation and critical thinking We delve into deductive and inductive reasoning constructing sound arguments identifying fallacies and assessing claim validity The emphasis is on practical application and skill development with exercises case studies and writing prompts designed to reinforce learning and encourage active participation Whether students looking to enhance academic skills or professionals seeking to improve communication abilities this book is a

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